

DEC 06 2004

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
Art Unit 2645 Examiner A. Hoosain

In Re: Igor Neyman et. al.
Case: P3251
Serial No.: 08/928,861
Filed: 09/12/1997
Subject: Call Center Apparatus and Functionality in Telephony

To: The Commissioner of Patents and Trademarks
Alexandria, VA 22313-1450

Dear Sir,

Information Disclosure Statement Under 37 C.F.R. 1.97

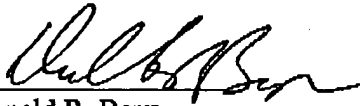
Enclosed herewith is an Information Disclosure Statement (IDS) by Applicant listing (2) references. Applicant desires that the reference be entered in the above referenced case as relevance dictates. No item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in §1.56(c) more than three months prior to the filing of the information disclosure statement.

In accordance with rule 1.97, no additional fee is required. Please charge any deficiency to Deposit Account No. 50-0534.

Respectfully submitted,

Igor Neyman et al.

by


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